



City and County of San Francisco
Department of Homelessness and Supportive Housing

REQUEST FOR PROPOSALS
Homelessness Response System Housing Solutions
Homelessness Prevention Assistance and
Rapid Rehousing
RFP#HSH2018-111

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Overview

The City and County of San Francisco (City) Department of Homelessness and Supportive Housing (HSH) invites proposals from qualified Proposers* to deliver two critical elements of its Homelessness Response System: (1) Homelessness Prevention Assistance (a component of Problem Solving); and (2) Rapid Rehousing. Both intervention types use flexible and time-limited forms of assistance to either prevent households from ever entering the Homelessness Response System or, if they are already experiencing homelessness, to quickly help them secure a stable housing solution.

The Department of Homelessness and Supportive Housing (HSH) launched on July 1, 2016. The department combines key homeless serving programs and grant agreements/contracts from the Department of Public Health (DPH), the Human Services Agency (HSA), the Mayor’s Office of Housing and Community Development (MOHCD), and the Department of Children Youth and Their Families (DCYF). This consolidated department has a singular focus on preventing and ending homelessness for people in San Francisco.

Through the provision of coordinated, compassionate, and high-quality services, the Department of Homelessness and Supportive Housing strives to make homelessness in San Francisco rare, brief, and one time.

*Each Proposer **must** demonstrate that it meets the Minimum Qualifications described in this RFP to be considered for evaluation.

Estimated Annual Combined Program Budget for Homelessness Prevention Assistance (a component of Problem Solving), and Rapid Rehousing services: \$8.9M

HSH may extend grant agreements for a total term not to exceed ten (10) years and increase grant amounts in accordance with City rules and regulations. The actual grant terms and amounts are subject to funding availability, proposals and grant agreement negotiations, as well as future needs.

Desired Start Date: July 1, 2018

Schedule*

RFP issued	4/11/18
Registration for Pre-Proposal Conference (5 pm)	4/16/18
Pre-Proposal Conference (9 am)	4/19/18
RFP Questions Deadline (5 pm)	4/20/18
RFP Answers and Clarifications Published	4/24/18
Proposals Deadline (12 pm Noon)	5/11/18
Intent to Award Grants Notification	5/25/18
Grant Agreements Commence	7/1/18

Estimated Grant Terms: Three-year initial term with two additional two-year term extension options subject to City approval. Actual grant periods may vary, depending upon service needs and Grantee performance. HSH shall have the sole discretion to extend the Agreement term for up to a total of ten (10) years (or 120 months).

*Each date subject to change. Check [Office of Contract Administration website](#) for latest schedule. Click on the “Consultants and Professional Services” link and then the link for this RFP.

RFP Questions and Communications

Interested parties are directed NOT to contact any employees, agents or officials of the City other than those specifically designated in this RFP. No questions will be accepted after the RFP Questions Deadline with the exception of Proposer-specific City vendor compliance form questions.

Pre-Proposal Conference in-person attendance is recommended. See RFP Section 3 for more information.

All questions must be submitted by e-mail to Robert.J.McCarthy@sfgov.org by the RFP Questions Deadline.

Table of Contents

1. Background

1.1	Terms and Acronyms Used in this RFP.....	4
1.2	Overview of HSH's Strategic Framework and Statement of Need.....	5
1.3	Overview of Program Components.....	6
1.4	Funding Sources.....	7

2. Scope of Work

2.1	General Information.....	7
2.2	Target Population.....	7
2.3	Program Components and Eligible and Required Activities.....	8
2.4	Service and Outcome Objectives.....	11
2.5	Service Expectations.....	12
2.6	Expected Skills and Approaches for Selected Grantees.....	13
2.7	As-Needed Services.....	14

3. Pre-Proposal Information

3.1	Pre-Proposal Conference Attendance and Pre-Registration.....	14
3.2	Pre-Proposal Conference Objectives.....	14
3.3	Pre-Proposal Conference Time and Location.....	14
3.4	RFP Questions Deadline.....	14
3.5	RFP Answers and Clarifications.....	14

4. Proposal Submission Requirements

4.1	Time and Place for Submission of Proposals.....	15
4.2	Proposal Submission Format.....	15

5. Grantee Selection

5.1	Minimum Qualifications (pass/fail).....	16
5.2	Proposal Evaluation.....	16

6. Terms and Conditions for Receipt of Proposals

6.1	Errors and Omissions in RFP.....	17
6.2	Inquiries Regarding RFP.....	17
6.3	Objections to RFP Terms.....	17
6.4	Change Notices.....	17
6.5	Term of Proposal.....	18
6.6	Revision of Proposal.....	18
6.7	Errors and Omissions in Proposal.....	18
6.8	Financial Responsibility.....	18
6.9	Proposer's Obligations under the Campaign Reform Ordinance.....	18
6.10	Sunshine Ordinance.....	19
6.11	Public Access to Meetings and Records.....	19
6.12	Reservation of Rights by the City.....	19
6.13	No Waiver.....	19
6.14	Local Business Enterprise Goals and Outreach.....	20
6.15	Compliance with Previous Grant and Contract Requirements.....	20
6.16	Other Terms and Conditions.....	20

7. City Agreement Requirements

7.1	<i>Standard Agreement Provisions</i>	20
7.2	<i>Nondiscrimination in Contracts and Benefits</i>	20
7.3	<i>Minimum Compensation Ordinance (MCO)</i>	20
7.4	<i>Health Care Accountability Ordinance (HCAO)</i>	21
7.5	<i>First Source Hiring Program (FSHP)</i>	21
7.6	<i>Conflicts of Interest</i>	21
7.7	<i>Insurance Requirements</i>	21
7.8	<i>Compliance with Municipal Codes</i>	21
7.9	<i>Companies Headquartered in Certain States</i>	22

8. Protest Procedures

8.1	<i>Protest of Non-Responsiveness Determination</i>	22
8.2	<i>Protest of Grant Award</i>	22
8.3	<i>Delivery of Protests</i>	22

9. Standard City Vendor Forms

9.1	<i>How to Become Eligible to Do Business with the City</i>	23
9.2	<i>Mandatory Forms</i>	23
9.3	<i>Vendor Eligibility and Invoice Payment</i>	23
9.4	<i>Vendor Eligibility Forms</i>	23
9.5	<i>Supplemental Forms</i>	24

Appendix 1: Proposal Template (separate form)

Appendix 2: Proposal Budget (separate form online)

1. Background

1.1 Terms and Acronyms Used in this RFP

Term	Definition
Access Point	Localized points of community entry into San Francisco’s Homelessness Response System (HRS). Operated by approved non-profit service providers. Families, adults, and youth experiencing homelessness can obtain Coordinated Entry services at geographically diverse Access Points (AP). The Access Point staff will assess households for service needs and eligibility and perform Problem Solving, needs assessment, prioritization, and referrals to appropriate resources.
AMI	Area Median Income.
Department	City and County of San Francisco Department of Homelessness and Supportive Housing (HSH).
Grant Agreement	The binding legal document resulting from the RFP process. Also known as Agreement.
Grantee	Any Proposer awarded grant(s) for services under this RFP.
Coordinated Entry (CE)	Organizes the Homelessness Response System with a common, population-specific assessment, centralized data system, and prioritization method that directs Participants to the appropriate resources and allows for data-driven decision-making and performance-based accountability. Coordinated Entry in San Francisco is organized to serve three subpopulations, Adults, Families, and Youth through Access Points, described above.
Homelessness and Supportive Housing (HSH)	City and County of San Francisco Department of Homelessness and Supportive Housing, the sponsor of this RFP.
Homelessness Prevention Assistance	Provides one-time or short-term assistance to prevent a household from becoming homeless. Homelessness Prevention Assistance is a component of Problem Solving.
Homelessness Response System (HRS)	Describes the overall system of services to address homelessness managed by HSH. The goal of this system is to prevent homelessness when possible and to make it rare, brief, and one-time. The system helps people exit homelessness by getting a house key into their hands as quickly as possible. Core components of the Homelessness Response System include Coordinated Entry, Problem Solving, Street Outreach, Temporary Shelter, Housing, and Housing Ladder programs.
Housing	Provides permanent solutions to homelessness through subsidies and housing placements. This may include time-limited supports such as Rapid Rehousing, and time-flexible programs such as Rent Subsidies and Permanent Supportive Housing (subsidized housing with services).
Housing First	The Housing First strategy prioritizes providing housing to people experiencing homelessness, thus ending their homelessness and serving as a platform from which they can pursue personal goals and stabilize their lives. Housing First is guided by the belief that housing is the solution to homelessness. Additionally, Housing First is based on the theory that client choice is valuable in housing selection and supportive services participation.
Housing Ladder	Offers opportunities for residents of Permanent Supportive Housing to move outside of the Homelessness Response System.
Moving On	Moving On is a Housing Ladder initiative that provides tenants who are able

Initiative	and want to move out of supportive housing with a rental subsidy or preference into a project-based affordable or public housing unit. Moving On programs target people in Permanent Supportive Housing who are stable and no longer need the intensive services offered. Moving On programs help free up units in Permanent Supportive Housing for chronically homeless people who need intensive support.
Online Entry Navigation System (ONE System)	ONE is the data system used for all housing and services for homeless people in San Francisco. The ONE System is a client level database that is used system-wide to track all HSH related services and housing placements. The implementation of the ONE System is ongoing.
Problem Solving	Provides opportunities to prevent people from entering the Homelessness Response System and to redirect people who can resolve their homelessness without the need for shelter or ongoing support. It may offer a range of supports including: Homeward Bound, family reunification, mediation, prevention services, and flexible Problem Solving funds.
Program Component	The two Program Components described in this RFP are Homelessness Prevention Assistance (a component of Problem Solving) and Rapid Rehousing.
Progressive Engagement	Progressive Engagement is an approach to helping households end their homelessness as rapidly as possible, by maximizing household self-determination. Households are first offered minimum levels of assistance. More supports are offered to those households who cannot maintain their housing without assistance.
Proposer	Any entity submitting a proposal to this RFP.
Rapid Rehousing (RRH)	A housing program model that assists individuals and families who are homeless to move quickly into permanent housing, usually to housing in the private market. It does so by offering housing search assistance, time-limited and targeted services, and short-term rental assistance. RRH can be used here in San Francisco or in other communities if the client chooses.
RFP	Request for Proposals
Strategic Framework	The Five-Year Strategic Framework outlines ambitious yet achievable goals of the Department of Homelessness and Supportive Housing. It provides a roadmap for reducing homelessness in San Francisco and making it a rare, brief, and one-time occurrence.

1.2 Overview of HSH’s Strategic Framework and Statement of Need

In October 2017, the San Francisco Department of Homelessness and Supportive Housing (HSH) published its **Strategic Framework**. The Framework outlines the Department’s top priorities for reducing homelessness by the end of 2022. It describes the key elements of a Homelessness Response System designed to curb homelessness and looks at each of the three primary groups experiencing homelessness in San Francisco—adults, families with children, and youth—and what is needed to better meet the unique needs of each.

The Framework seeks to align existing and new programs within a system that treats homelessness as an emergency to be responded to quickly and effectively. To effectively implement this system-wide approach, all resources and programs must employ consistent, compassionate, and common-sense strategies with measurable goals. Using a system of coordinated entry, Problem Solving and prioritization, HSH and our partners will match resources to needs and ensure that those with the greatest challenges receive targeted assistance. Data and accountability will be built into the system. The strengths and dignity of people who are experiencing homelessness will be elevated throughout the system.

Within the Framework, HSH introduces a renewed focus on preventing homelessness; quickly diverting people out of the Homelessness Response System using a range of Problem Solving resources and techniques; and creating pathways for people to move out of temporary shelter into housing. The Homelessness Prevention Assistance components included in this RFP are part of HSH's strategy to integrate a Problem Solving approach throughout the Homelessness Response System. The Strategic Framework lays out our vision for significantly reducing homelessness in San Francisco and quickly getting house keys into as many hands as possible. Proposers are encouraged to familiarize themselves with the Framework, which can be found at hsh.sfgov.org.

With this RFP, HSH seeks proposals from qualified Proposers to deliver two critical elements of our Homelessness Response System, also referred to as Program Components in this RFP: (1) Homelessness Prevention Assistance (a component of Problem Solving); and (2) Rapid Rehousing. Both intervention types use flexible and time-limited forms of assistance to either prevent households from ever entering the Homelessness Response System or, if they are already experiencing homelessness, to quickly help them secure a stable housing solution.

Program Component #1: Homelessness Prevention Assistance (a component of Problem Solving) provides opportunities to prevent people from entering the Homelessness Response System and to redirect people who can resolve their homelessness without the need for ongoing support. Homelessness Prevention Assistance (a component of Problem Solving) includes a range of services covered by this RFP, including rental assistance, responses to eviction lawsuits, legal representation, and housing-focused case management.

Program Component #2: Rapid Rehousing is a housing program designed to assist participants to get back into housing, usually in the private market, as quickly as possible and to provide temporary, time-limited financial and case management assistance to help them stabilize and transition off assistance.

These flexible and short- or medium-term interventions are critical service components that ensure that the Homelessness Response System can effectively meet the needs of those households who do not need the very limited long-term or permanent housing subsidies available to effectively end their homelessness.

1.3 Overview of Program Components

Proposers may propose services for either or both of the Program Components: (1) Homelessness Prevention Assistance; or (2) Rapid Rehousing. See Section 2, Scope of Work for details on eligible and required activities under each component. If a Proposer wishes to provide both types of assistance, a single proposal must be submitted and must include separate program narratives and budgets (See Section 4, Proposal Submission Requirements).

1. Homelessness Prevention Assistance (a component of Problem Solving) – Proposers may propose providing Homelessness Prevention Assistance aimed at preventing homelessness (e.g. rental assistance, responses to eviction lawsuits, legal representation, and housing-focused case management).
2. Rapid Rehousing – Proposers may propose providing Rapid Rehousing (RRH) assistance designed to help households rapidly transition from homelessness to rental housing, through a combination of short- to medium-term rental subsidies, housing search assistance, and housing focused case management.

1.4 Funding Sources

The sources of funding for these services will be City and County General Funds (GF) and may also include state Emergency Solutions Grant funds. Payment for all services provided in accordance with provisions under this RFP shall be contingent upon the availability of funds for providing these services. The City shall not be required to provide any definite units of services nor does the City guarantee any minimum amount of funding for the services described in this RFP.

2. Scope of Work

2.1 General Information

This Scope of Work is a general guide to the work the City expects to be performed, and is not a complete listing of all services that may be required or desired.

2.2 Target Population

2.2.1 Homelessness Prevention Assistance (a component of Problem Solving)

The target population for Homelessness Prevention Assistance is single adults and families who have very recently experienced housing loss or are at imminent risk of housing loss that can reasonably be expected to lead to an episode of homelessness (i.e. becoming unsheltered or entering an emergency shelter). This may include:

- San Francisco residents at imminent risk of homelessness who need assistance to maintain their housing, such as help with back rent, legal services, legal representation, participant education, tenant counseling and advocacy, and/or landlord negotiation services;
- San Francisco residents who have recently been forced to leave a housing situation to which it is likely they could return immediately if provided rental assistance, legal representation and/or landlord negotiation services.
- San Francisco residents experiencing homelessness or residing in supportive housing who have received a Housing Choice Voucher (HCV) through the Family Unification Program (FUP), the HSH Moving On Initiative and need a security deposit to utilize the voucher.

All participants must be at or below 50% AMI. Proposers must have systems and procedures in place to verify household income.

Referrals and Prioritization: The Homelessness Prevention Assistance covered in this RFP is part of a larger Problem Solving approach that is integrated into Coordinated Entry. Access Points serve as the community connector to the Homelessness Response System. Access Points offer direct services or provide warm hand-offs through referrals to services that assist eligible San Francisco households in resolving their homelessness or housing crisis. Access Points have four primary functions: (1) eligibility screening for services; (2) Problem Solving to avoid entering the public shelter system; (3) housing assessment to prioritize clients based on living situation and vulnerabilities; and (4) matching to determine eligibility for available housing opportunities and referral to a potential housing opportunity-based eligibility and assessment results.

It is anticipated that households that have been offered a Problem Solving conversation at one of the Access Points will be referred to the prevention services covered under this RFP if a housing resolution plan has been developed that relies on these services to avoid homelessness or return quickly to housing. Grantees will accept and serve all such referrals provided the individual or family referred is otherwise eligible for the prevention services.

It is not anticipated that all Homelessness Prevention participants will be referred from Access Points. However, potential participants who self-refer or are referred from another entity other than an Access Point shall be offered a Problem Solving conversation prior to being enrolled in Homelessness Prevention services. While additional training on Problem Solving will be offered to Grantees, Proposers are encouraged to describe their approach to Problem Solving in their proposal.

Grantees will also be expected to make referrals to the appropriate Access Points for any potential participant who is not eligible or able to be assisted by the Homelessness Prevention Assistance program and who qualifies for services from the Homelessness Response System.

The Homelessness Response System and Coordinated Entry for all populations are currently evolving and policies and guidance regarding Problem Solving, assessment, and other parts of the System are in development. As these are developed and adopted, policies and procedures impacting Grantees will also evolve. Grantees will be included in the development and adoption of relevant policies and practices and are strongly encouraged to actively engage in the process.

2.2.2 Rapid Rehousing

The target population for Rapid Rehousing is San Francisco homeless families and adults that have been screened and assessed at an Access Point and referred for Rapid Rehousing by the San Francisco Coordinated Entry System. All Rapid Rehousing referrals funded by HSH must be received solely from direct referrals through the Coordinated Entry System via the Online, Navigation and Entry (ONE) System. Proposers for RRH assistance must have the capacity and willingness to work with any household that is referred, regardless of their barriers to housing or other challenges. This includes serving families or adults who may be unsheltered at the time of referral to or enrollment in the Rapid Rehousing Program.

2.3 Program Components and Eligible and Required Activities

Proposers may propose to provide either or both of the following Program Components: (1) Homelessness Prevention Assistance (a component of Problem Solving); or (2) Rapid Rehousing. If a Proposer wishes to provide both types of assistance, the Proposer must submit a single Proposal, but must respond to all Minimum Qualifications and provide separate and distinct program narrative and program budget for each Program Component. Eligible and required activities for each component are detailed below.

2.3.1. Homelessness Prevention Assistance (a component of Problem Solving)

The following eligible activities may be funded under this component.

- a. Rental Assistance to Prevent Homelessness
 - Provide rental assistance grants or loans to pay back rent and avoid homelessness, based on the following eligibility criteria as verified by program staff:
 - Participants must be verified as low income (not to exceed 50% of AMI).
 - Participants have been assessed as at imminent risk of becoming homeless if not assisted.
 - Participants can provide proof of tenancy and proof of the amount of back rent owed.
 - Private owners/landlords must provide proof of ownership, and direct assistance must be paid to the owner/landlord, not the client.
 - Participants may be encouraged to pay a portion of the back rent owed, based on their income and ability to pay.
 - Participants may be encouraged to pay back the rental assistance (on an interest-free basis), so that they may access the fund again in the future and so that the program can assist more participants; however, there will be no penalty for failing to pay back the assistance.

b. Response to Eviction Lawsuits

Assist participants who have received an eviction lawsuit in representing themselves in court by:

- Preparing responsive papers for participants to file in response to the eviction lawsuit, giving the participant information and counseling about the eviction process and about representing themselves in court, and preparing other papers for the participant where appropriate.
- Preparing requests for information from the landlord to help the participant obtain information useful in his or her defense.
- Preparing applications for one-week stays of execution for participants who have received an eviction notice from the Sheriff.
- Holding Settlement Conference Workshops.
- Providing a packet of information, jury instructions, and jury selection questions to participants who have a trial scheduled.
- Providing referrals as appropriate to volunteer or legal services attorneys who can represent the participant without charge in the lawsuit, as well as referrals to other agencies to meet participant's needs.
- Providing a licensed attorney to represent participants in all aspects of Ellis Act eviction defense in San Francisco courts, including any related litigation that would preserve their housing or quality of life.

c. Legal Representation in Eviction Lawsuits

- Provide pro bono representation of participants in eviction lawsuits in-house or by referral as needed.

d. Housing-Focused Case Management

Case management services may be provided to the extent that they are directly related to helping participants sustain housing and prevent an entry into homelessness. Participation in case management should not be a requirement to receive back rent or legal assistance. The following are services that could be considered part of housing-focused case management. This list is not exhaustive, and Proposers may propose other types of support:

- Working with participants to develop a Housing Stabilization Plan that includes both housing and service needs as they relate to gaining or retaining housing.
- Providing budgeting and money management education and assistance.
- Providing mainstream services referrals (health care, mental health resources, domestic violence resources, substance abuse resources, counseling resources, benefits/entitlements resources) as needed.
- Initiating contact with the employment specialist or social worker as appropriate for families identified as CalWORKs participants, in order to ensure coordination of services and promote cooperation with the CalWORKs plan.
- Offering follow-up services for households who have received rental assistance, including budgeting and money management assistance, and appropriate referrals.

Grantees must create a mechanism to measure satisfaction of participants served, and to allow client input regarding program design and service delivery.

2.3.2 Rapid Rehousing

The following eligible activities may be funded under this component: (1) short- to medium-term rental assistance; (2) housing search and placement; and (3) housing-focused case management. As a general matter, an effective Rapid Rehousing program is required to include all three of these activities. If a Proposer is not providing all three eligible activities, an explanation must be provided in Appendix 1, Proposal Template.

a. Short- to Medium-Term Rental Assistance

Rapid Rehousing programs will offer participants rent subsidies ranging in term from as little as one month to as long as 24 months:

- Rent subsidy period will be determined using a progressive engagement approach in which participants receive an initial 3 to 6-month term of assistance. At the end of the initial subsidy period, if the household is assessed to need further support, assistance may be extended. The assistance may also go up or down depending on the needs of the household at the time. Generally, assistance is extended in 3 month increments until the household can sustain the rent on their own or they reach the maximum subsidy period of 24 months. The goal of the RRH Grantee will be to transition households from the subsidy as quickly as possible while having a reasonable expectation that the family will be able to remain housed so that more families can be served.
- Rent subsidy amounts will be set at the lowest possible amount needed to obtain housing for the household. For households with an income, contribution toward the rent will be expected after the first month. Households are expected to take over the full rent as quickly as possible, and on average in not more than 12 months. To ensure that this is possible, Grantees are expected to help participants locate and select housing with the lowest possible rents that can be expected to be covered by the household once assistance is no longer being provided.
- The household's eligibility to receive a rent subsidy must be recertified every three months at minimum, and more frequently if it appears the household may be close to no longer needing a subsidy. The subsidy may be renewed if clients are moving toward successful transition from the subsidy, focusing primarily on increasing income and, when that is not a realistic goal, on transitioning to another subsidized housing situation.
- Rent subsidies may be used outside San Francisco if every effort has been made to find housing within San Francisco, or if a household requests to move outside the city.

Note that HSH is currently working with providers of Rapid Rehousing on the development of standardized RRH models and policies, which may include specifications about amounts, rent ratios and time expectations for financial assistance. As these are developed and adopted, Grantees selected through this RFP may be required to use more specific requirements, policies, forms or other guidance.

b. Housing Locator Assistance

Rapid Rehousing Programs will provide participants with support throughout the housing search process including:

- Practical and concrete assistance with identifying available units and submitting housing applications (including providing transportation as needed).
- Assisting participants in navigating the application and leasing process, including helping participants resolve or mitigate participant screening barriers like rental and utility arrears or multiple evictions, as well as obtain necessary identification or other documents if needed.
- Recruitment and retention of landlord partners, including recruiting landlords with units in the communities and neighborhoods where program participants want to live.
- Negotiating with landlords to help program participants gain access to housing.
- Assisting participants in making an informed housing choice, including having discussions with participants about housing options.
- Assisting participants with understanding landlord-tenant rights and responsibilities and the requirements of their specific lease.
- Grantees will work to ensure sub-standard housing issues are addressed. When evaluating potential housing, units with serious code violations must be excluded. At minimum, an apartment inspection checklist will be utilized to ensure that units meet minimum safety guidelines and are child-safe. If participants are living in sub-standard housing, a subsidy could be used to pay rent on a new unit.

c. Housing Focused Case Management

- Grantees will utilize a housing-focused case management model, in which the primary focus is to work collaboratively with the client to develop and implement a plan to secure and sustain housing. To the extent other service goals are identified in the plan, they should be directly connected to housing stability or other challenges that might impact housing stability.
- Housing stability plans may include but are not limited to:
 - Actions to search for and secure housing
 - Actions to increase income and employability
 - Actions to improve credit history and rental stability
 - Efforts to address behavioral health issues that negatively impact housing stability
 - Efforts to access permanently affordable housing, including applying to appropriate wait lists
- Participants may be expected to demonstrate good faith, verifiable efforts in making progress toward short and long-term goals; however, participation in services is not mandatory. Participants may be required to meet with a case manager once per month, submit income verification, and recertify eligibility at least every three months.
- Grantees must clearly demonstrate linkages to existing resources for employment and training services. The RRH program will support each household's employment goals while allowing them to maintain their housing.
- Grantee may offer transportation, accompaniment to appointments, home visits, and regular verification of progress toward and achievement of short and long-term objectives.
- Grantees may also enhance the program model described with additional service components that will be effective in achieving successful outcomes.

d. Additional Required Activities

- Grantee must hire and retain staff with the skills and experience necessary to provide effective housing search assistance and housing focused case management (these two activities may be performed by the same or different staff positions).
- Grantee will attempt to contact all participants who received assistance and successfully completed the program 6 months and 12 months after the last date on which financial assistance was provided to determine whether they have maintained stable housing.
- Grantee will create mechanism to measure satisfaction of participants served, and to allow client input regarding program design and service delivery.

2.4 Service and Outcome Objectives

Proposers should state in measurable, quantifiable terms the service and outcome objectives they will achieve in providing these services. The major purpose of objectives is to measure quantity, quality, and impact of services. In measuring these areas, a balance should be created between the value of the information and the time/effort required to collect the information. The objectives stated in the proposal may be incorporated as part of the program's evaluation plan. The objectives should be specified in the proposals to match the services to be provided.

2.4.1. Service Objectives

As part of the proposal, the Proposer will be required to develop specific service objectives that measure the quantity and other aspects of services. The objectives should state the target quantities and match the program services as proposed.

Service objectives listed below will be required for each grant:

- Number of unduplicated households to be served in the grant period.

Examples of additional service objectives:

- Numbers of unduplicated households that will receive specific types of services (e.g. back rent assistance).
- Volume or quantity of services to be provided (e.g. numbers of responses to eviction lawsuits prepared).
- Timeliness of service provision (e.g. how quickly clients enrolled in RRH will begin working with a housing locator).

2.4.2 Outcome Objectives

As part of the proposal, the Proposer will be required to develop specific outcome objectives that demonstrate and measure the impact, outcomes, or results of services. Both quantitative and qualitative analysis shall be applied to measure program efficiency and effectiveness. The outcome objectives specified below will be required for each grant.

- a. *Specific to Homelessness Prevention Assistance (a component of Problem Solving) for Single Adults and Families*
 - % of participants whose eviction was prevented.
 - % of participants whose housing loss was prevented.
 - % of participants who return to homelessness within 12 months after receiving prevention assistance.

- b. *Specific to Rapid Rehousing*
 - % of households enrolled in RRH who secure housing.
 - Length of time from program enrollment to securing housing.
 - % of households stably housed when RRH subsidy ends.
 - Length of time in program (as measured by length of time receiving subsidy).
 - % of households that increase income from enrollment to program exit.
 - % of participants who return to homelessness within 18 months after exiting the program (end of housing subsidy).

Note that all performance measures will be established and tracked in the ONE system. HSH is working to integrate all programs and legacy data bases into the ONE System. Grantees selected through this RFP are expected to enter data into the ONE System. Rapid Rehousing Grantees must use the ONE System to post vacancies, to accept referrals, and to document progress notes in the ONE System so that the Access Points are able to update adults/families that have been referred.

Homelessness Prevention Assistance Grantees are required to use the ONE System to document services, record referrals, track client outcomes, and allow for program reporting. Legal services providers will not be required to enter information that would violate client/attorney privilege.

HSH will not provide data uploads into the ONE System on behalf of selected Grantees. In responding to this RFP, each Proposer will certify its willingness to use the ONE System by signing the Proposal Template Cover Letter.

2.5 Service Expectations

Proposers must demonstrate a capacity to deliver trauma-informed assistance, maximize self-sufficiency for people experiencing homelessness in San Francisco, and strive to minimize the amount of time that households are homeless (time from program referral to entering housing). Best practices in homeless crisis response, including a housing-first orientation, trauma informed care, and progressive engagement should be considered in the proposal. For programs offering Homelessness Prevention

Assistance (a component of Problem Solving), a Progressive Engagement approach will mean the inclusion of Problem Solving conversations prior to offering any assistance and offering the lightest-touch support possible to be effective and resolve the housing crisis. For Rapid Rehousing programs, Progressive Engagement means offering the least and shortest amount of rental assistance possible to be effective and resolve the housing crisis. It also means being able to offer more or deeper support if necessary for those who face barriers to stabilization in housing.

All Grantees will be expected to attend trainings on the Homelessness Response System, Coordinated Entry, Problem Solving, Progressive Engagement, and outcome measurement as these become available.

Proposals should demonstrate understanding and adoption of the concepts articulated in HSH's Strategic Framework, which can be found on the Internet: <http://hsh.sfgov.org/research-reports/framework/>.

2.6 Expected Skills and Approaches for Selected Grantees

Grantees selected to provide services through this RFP process will be expected to employ the skills and approaches described below. Be sure to integrate these skills and approaches in your proposal.

Flexibility – San Francisco's Homeless Response System is a work in progress. Grantees must be willing to be flexible and adaptive as the system is refined.

Collaborative Approach – Grantees must have the ability to build and maintain strong and effective working partnerships with shelters and housing partners and with neighborhood and community services.

Communication – Grantee staff must have the ability to communicate how the system works to homeless people, providers, and the public.

Problem Solving – Grantees must embrace a problem-solving approach to ending homelessness. To be effective, the Grantees must employ staff who are skilled at problem-solving and understand how to adopt a strengths-based and client-centered approach to all aspects of service delivery.

Housing First – The Homeless Response System design is based upon a Housing First philosophy. The organizational mission and philosophy of Grantees must be aligned with Housing First principles: everyone is housing ready and there should be no barriers or service participation requirements imposed on homeless people as a condition for entering housing.

Systems Thinking – Grantees must embrace a systems-thinking approach, understanding that all the work funded by HSH is designed to streamline access to housing for households experiencing homelessness.

Data-informed – Grantees must have strong data management capacity and a willingness to use data on a continuous basis to inform and improve practice.

Client-centered – Feedback from households served by all programs in the Homeless Response System is regularly gathered and is used to improve the process.

Continuous Quality Improvement and Peer Learning – Grantees will work collaboratively with the San Francisco Family Homeless Crisis Response System on continuous quality improvement.

Racial Equity – Grantees are expected to combat racism and integrate racial equity in staffing, staff development and training, program approach and the approach to data and outcomes.

Rapid and low barrier access – Grantees should limit or eliminate administrative burdens on people experiencing homelessness in San Francisco to the maximum extent possible.

2.7 As-Needed Services

Subject to the City's approval, the grants awarded under this RFP may be amended in accordance with City requirements to include additional services by the Grantee as-needed by the City and for services related to the scope of work described in this RFP. The scope and cost of as-needed services will be negotiated.

3. Pre-Proposal Information

3.1 Pre-Proposal Conference Attendance and Pre-Registration

In-person attendance is recommended. To pre-register, please email Robert.J.McCarthy@sfgov.org with the name of your organization(s) and number of attendees by 5 pm on Monday, April 16, 2018.

3.2 Pre-Proposal Conference Objectives

At the Pre-Proposal Conference, the HSH will provide an overview of the RFP package, submission requirements, and collect and answer questions about the RFP.

3.3 Pre-Proposal Conference Time and Location

9:00 am on Thursday, April 19, 2018
Department of Homelessness and Supportive Housing
1360 Mission St., Ste. 200
San Francisco, CA 94103

The Pre-Proposal Conference will begin at the time specified. Topics already covered will not be repeated for the benefit of late arrivals. Failure to attend the Pre-Proposal Conference shall not excuse the successful Proposer from any obligations of the grant agreement.

3.4 RFP Questions Deadline

Upon conclusion of the Pre-Proposal Conference, **questions or requests for interpretation** will only be accepted by e-mail to Robert.J.McCarthy@sfgov.org until the RFP Questions Deadline.

Proposer-specific questions about compliance with the City's vendor requirements in Section 9, are not subject to the above deadline and may still be asked and answered by the contacts designated in this RFP.

3.5 RFP Answers and Clarifications

A summary of the clarifications, questions and answers pertaining to this RFP will be posted on the Office of Contract Administration's Bid and Contracts website:

<http://mission.sfgov.org/OCABidPublication>. Select “Consultants and Professional Services” and then the link for this RFP.

It is the responsibility of each Proposer to check for any RFP Addenda, Q&A postings, and other updates posted regarding this RFP.

4. Proposal Submission Requirements

4.1 Time and Place for Submission of Proposals

Proposals and all related materials (completed Appendices 1 and 2 comprising the Proposal Package), both in electronic and hard copy format as detailed below, must be received by **12:00 pm (Noon) on May 11, 2018**.

Proposers shall submit one (1) electronic PDF file of the Proposal Package to Robert.J.McCarthy@sfgov.org. The electronic file title should include the RFP number, the Proposer name, and the number of files submitted, i.e. 1 of 4.

Five (5) hard copies of the Proposal Package must be delivered or mailed to:

*Attn: Robert McCarthy
Department of Homelessness and Supportive Housing
1360 Mission St., Ste. 200
San Francisco, CA 94103*

Postmarks will not be considered in judging the timeliness of submissions. Proposals submitted by e-mail or fax will not be accepted. Late submissions will not be considered, including those submitted late due to mail or delivery service failure. Supplemental documents or revisions after the Proposals Deadline will not be accepted.

4.2 Proposal Submission Format

Proposers must submit a Proposal Package using RFP Appendices 1 and 2 (Proposal Template and Proposal Budget Forms), in the order and format specified. This is necessary so that all proposals can receive fair and consistent evaluation. Proposals not following the required format will not be considered. Information must be at a level of detail that enables effective evaluation by the Evaluation Panel. All Proposers must ensure that the proposal addresses the Selection Criteria.

Print double-sided to the maximum extent possible and bind the Proposal Package copies with a binder clip, rubber band, single staple, or in a three-ring binder. Do not bind your Proposal Package with spiral binding, clued binding, or anything similar.

For word processing documents, it is preferred that text is unjustified (i.e., with a ragged-right margin).

Proposers proposing to provide services for both Program Components (Homelessness Prevention Assistance and Rapid Rehousing) must submit a single proposal but must respond to all Minimum Qualifications and provide separate and distinct program narrative and program budget for each Program Component.

5. Grantee Selection

This section describes the guidelines used for analyzing and evaluating the proposals. It is the City's intent to select the Proposer for grant agreement negotiations that will provide the best overall service package to the City. Proposers selected for grant agreement negotiations are not guaranteed a grant. This RFP does not in any way limit the City's right to solicit grant agreements or contracts for similar or identical services.

5.1 Minimum Qualifications (pass/fail)

The Proposer's responses to Minimum Qualifications in RFP Appendix 1 will be reviewed on a pass/fail basis to determine eligibility for proposal evaluation only. Each Proposer should clearly demonstrate that it meets the Minimum Qualifications that apply to all Proposers AND the Minimum Qualifications for each Program Component for which it is applying. The Minimum Qualifications determination will be solely based on the information submitted by the Proposer in Appendix 1, Section 1.2. Insufficient or incomplete information will result in a Proposal being considered non-responsive. Any Proposal that does not demonstrate that the Proposer meets the Minimum Qualifications that apply to all Proposers AND for each Program Component for which it is applying will be issued a notice of non-responsiveness and will not be evaluated or eligible for grant award under this RFP.

The City reserves the right to request clarifications from Proposers prior to rejecting a proposal for failure to meet the Minimum Qualifications. Clarifications are limited exchanges between the City and Proposer and will not provide a Proposer the opportunity to revise or modify its proposal.

5.2 Proposal Evaluation (100 total possible points)

Proposals will be evaluated by an Evaluation Panel comprised of parties with expertise in the service areas identified in this RFP. The City intends to evaluate the proposals generally in accordance with the criteria itemized below.

5.2.1. Organizational Capacity (25 points)

Does the proposal demonstrate that the Proposer has the expertise and experience necessary to complete the proposed tasks, including quality of recently completed projects and grants/contracts that meet the requirements? Does the Proposer demonstrate appropriate experience, professional qualifications and education of staff assigned to the project and a clear and realistic description of the tasks to be performed by each staff person?

- a. The Proposer clearly demonstrates that it has the organizational infrastructure and administrative capacity to deliver the program as proposed. (10 points)
- b. The staffing structure is appropriate to deliver the proposed project, based on job descriptions and qualifications, training and experience. (10 points)
- c. The subject matter and types of trainings to be offered to staff providing the services is appropriate to assist staff in delivering the requested services. (5 points)

5.2.2. Program Narrative and Alignment with Strategic Framework (50 points)

- a. The proposal clearly demonstrates an understanding of the requested services, eligible and required activities, service expectations, and expected skills and approaches as described in Section 2. The program described will effectively implement the model described in the RFP. The proposal clearly describes how the proposed services will directly result in households securing stable housing or retaining their housing. (25 points)
- b. The proposal clearly describes how the grantee will employ a housing first, strengths-based, client-driven and trauma-informed approach. The proposal describes how the program will

integrate a Problem Solving approach to service delivery and is well aligned with the Strategic Framework. (10 points)

- c. The proposal clearly identifies specific and realistic service and outcome objectives and how they will be met. This includes a discussion of specific methods for collection of necessary service utilization and performance outcome and/or customer satisfaction data, as well as a process for ongoing evaluation and refinement of the program model. (10 points)
- d. The proposal provides a model for client input in program design, service delivery, and program operations. (5 points)

5.2.3. Fiscal Capacity (25 points)

- a. The budget is clear and easy to understand. The budget reflects sound, adequate allocation of resources, matching the program components including staffing costs, operating costs and capital costs (as appropriate). The budget supports the services proposed and is competitive with other proposals. Costs are reasonable, justified, and competitive. Cost Allocation Plan is reasonable. (20 points)
- b. Proposer's ability to leverage other resources for this proposal, either from in-kind, and/or external resources. Proposer demonstrates the fiscal capacity to successfully manage grants/contracts and respective services. (5 points)

6. Terms and Conditions for Receipt of Proposals

6.1 Errors and Omissions in RFP

Proposers are responsible for reviewing all portions of this RFP. Proposers are to promptly notify the Department, in writing, if the Proposer discovers any ambiguity, discrepancy, omission, or other error in the RFP. Any such notification should be directed to the Department promptly after discovery, but in no event later than 72 hours prior to the Proposals Deadline.

6.2 Inquiries Regarding RFP

Proposers shall submit all questions concerning this RFP, scope of services or requirements in writing by email only before the RFP Questions Deadline and directed to: Robert.J.McCarthy@sfgov.org. All Proposer questions concerning the RFP process shall be submitted no later than 72 hours prior to the Proposals Deadline. Proposers who fail to do so will waive all further rights to protest, based on these specifications and conditions.

6.3 Objections to RFP Terms

Should a Proposer object on any ground to any provision or legal requirement set forth in this RFP, the Proposer must, not less than 72 hours prior to the Proposals Deadline, provide written notice to the Department setting forth with specificity the grounds for the objection. The failure of a Proposer to object in the manner set forth in this paragraph shall constitute a complete and irrevocable waiver of any such objection.

6.4 Change Notices

The Department may modify the RFP, prior to the Proposals Deadline, by issuing Addenda to the RFP, which will be posted at <http://mission.sfgov.org/OCABidPublication>. The Proposer shall be responsible for ensuring that its Proposal reflects any and all Addenda issued by the Department prior to the Proposals Deadline regardless of when the proposal is submitted. Therefore, the City recommends that the Proposer consult the website frequently, including shortly before the Proposals Deadline, to determine if the Proposer has downloaded all RFP Addenda. It is the responsibility of the Proposer to check for any Addenda, Questions and Answers, and updates, which will be posted on the City's Bid and Contracts website: <http://mission.sfgov.org/OCABidPublication>.

6.5 Term of Proposal

Submission of a proposal signifies that the proposed services and prices are valid for 180 calendar days from the Proposals Deadline and that the quoted prices are genuine and not the result of collusion or any other anti-competitive activity. At Proposer's election, the proposal may remain valid beyond the 180 day period in the circumstance of extended negotiations.

6.6 Revision of Proposal

A Proposer may revise a proposal on the Proposer's own initiative at any time before the Proposals Deadline. The Proposer must submit the revised proposal in the same manner as the original. A revised proposal must be received on or before, but no later than the Proposals Deadline.

In no case will a statement of intent to submit a revised proposal, or commencement of a revision process, extend the Proposals Deadline for any Proposer. At any time during the proposal evaluation process, the Department may require a Proposer to provide oral or written clarification of its proposal. The Department reserves the right to make an award without further clarifications of proposals received.

6.7 Errors and Omissions in Proposal

Failure by the Department to object to an error, omission, or deviation in the proposal will in no way modify the RFP or excuse the vendor from full compliance with the specifications of the RFP or any grant awarded pursuant to the RFP.

6.8 Financial Responsibility

The City accepts no financial responsibility for any costs incurred by a firm in responding to this RFP. Submissions of the RFP will become the property of the City and may be used by the City in any way deemed appropriate.

6.9 Proposer's Obligations under the Campaign Reform Ordinance

Proposers must comply with Section 1.126 of the S.F. Campaign and Governmental Conduct Code, which states:

No person who contracts with the City and County of San Francisco for the rendition of personal services, for the furnishing of any material, supplies or equipment to the City, or for selling any land or building to the City, whenever such transaction would require approval by a City elective officer, or the board on which that City elective officer serves, shall make any contribution to such an officer, or candidates for such an office, or committee controlled by such officer or candidate at any time between commencement of negotiations and the later of either (1) the termination of negotiations for such contract, or (2) three months have elapsed from the date the contract is approved by the City elective officer or the board on which that City elective officer serves.

If a Proposer is negotiating for a contract that must be approved by an elected local officer or the board on which that officer serves, during the negotiation period the Proposer is prohibited from making contributions to:

- the officer's re-election campaign
- a candidate for that officer's office
- a committee controlled by the officer or candidate.

The negotiation period begins with the first point of contact, either by telephone, in person, or in writing, when a contractor approaches any city officer or employee about a particular contract, or a city officer or employee initiates communication with a potential contractor about a contract. The negotiation period ends when a contract is awarded or not awarded to the contractor. Examples of initial contacts include: (1) a vendor contacts a city officer or employee to promote himself or herself as a candidate for a contract; and (2) a city officer or employee contacts a contractor to propose that the contractor apply for a contract. Inquiries for information about a particular contract, requests for documents relating to a Request for Proposal, and requests to be placed on a mailing list do not constitute negotiations. Violation of Section 1.126 may result in the following criminal, civil, or administrative penalties:

- Criminal. Any person who knowingly or willfully violates section 1.126 is subject to a fine of up to \$5,000 and a jail term of not more than six months, or both.
- Civil. Any person who intentionally or negligently violates section 1.126 may be held liable in a civil action brought by the civil prosecutor for an amount up to \$5,000.
- Administrative. Any person who intentionally or negligently violates section 1.126 may be held liable in an administrative proceeding before the Ethics Commission held pursuant to the Charter for an amount up to \$5,000 for each violation.

For further information, Proposers should contact the San Francisco Ethics Commission at (415) 581-2300.

6.10 Sunshine Ordinance

In accordance with S.F. Administrative Code Section 67.24(e), contractors' bids, responses to RFPs and all other records of communications between the City and persons or firms seeking contracts shall be open to inspection immediately after a contract has been awarded. Nothing in this provision requires the disclosure of a private person's or organization's net worth or other proprietary financial data submitted for qualification for a contract or other benefits until and unless that person or organization is awarded the contract or benefit. Information provided which is covered by this paragraph will be made available to the public upon request.

6.11 Public Access to Meetings and Records

If a Proposer is a non-profit entity that receives a cumulative total per year of at least \$250,000 in City funds or City-administered funds and is a non-profit organization as defined in Chapter 12L of the S.F. Administrative Code, the Proposer must comply with Chapter 12L. The Proposer must include in its proposal (1) a statement describing its efforts to comply with the Chapter 12L provisions regarding public access to Proposer's meetings and records, and (2) a summary of all complaints concerning the Proposer's compliance with Chapter 12L that were filed with the City in the last two years and deemed by the City to be substantiated. The summary shall also describe the disposition of each complaint. If no such complaints were filed, the Proposer shall include a statement to that effect. Failure to comply with the reporting requirements of Chapter 12L or material misrepresentation in Proposer's Chapter 12L submissions shall be grounds for rejection of the proposal and/or termination of any subsequent Agreement reached on the basis of the proposal.

6.12 Reservations of Rights by the City

The issuance of this RFP does not constitute an agreement by the City that any grant will actually be entered into by the City. The City expressly reserves the right at any time to:

1. Waive or correct any defect or informality in any response, proposal, or proposal procedure;
2. Reject any or all proposals;
3. Reissue a Request for Proposals;
4. Prior to submission deadline for proposals, modify all or any portion of the selection procedures, including deadlines for accepting responses, the specifications or requirements for any materials, equipment or services to be provided under this RFP, or the requirements for contents or format of the proposals;
5. Procure any materials, equipment or services specified in this RFP by any other means; or
6. Determine that no project will be pursued.

6.13 No Waiver

No waiver by the City of any provision of this RFP shall be implied from any failure by the City to recognize or take action on account of any failure by a Proposer to observe any provision of this RFP.

6.14 Local Business Enterprise Goals and Outreach

Due to county, federal and state funding for these services, LBE bid discounts will not be used in this RFP.

6.15 Compliance with Previous Grant and Contract Requirements

Agencies submitting proposals that have previously been granted by the City and County of San Francisco and/or Federal agencies to provide goods and/or services must successfully demonstrate compliance with performance/monitoring requirements specified in previous grants/contracts (corrective actions) in order to be considered responsive to this RFP. Documented failure to correct performance/monitoring deficiencies identified in past City and County grants/grants may result in agency disqualification to participate in this RFP.

6.16 Other Terms and Conditions

The selection of any Proposer for grant agreement negotiations shall not imply acceptance by the City of all terms of any proposal or response to this RFP, which may be subject to further negotiation and approvals by the City.

If a satisfactory grant agreement cannot be negotiated in a reasonable time with the selected Proposer, then the City, in its sole discretion, may terminate negotiations and begin grant agreement negotiations with the next highest scoring Proposer or may continue competition among remaining Proposers without reinitiating the RFP process.

The City reserves the right at any time to approve, disapprove, or modify proposed staffing, plans, timelines and deliverables, provided that all modifications are within the scope of services sought by this RFP.

This RFP does not in any way limit the City's right to solicit grant agreements/contracts for similar or identical services if, in the City's sole and absolute discretion, it determines the proposals submitted in response to this RFP are inadequate to satisfy its needs.

7. City Agreement Requirements

7.1 Standard Agreement Provisions

The successful Proposer will be required to enter into a grant agreement. Failure to timely execute the agreement, or to furnish any and all insurance certificates and policy endorsement, surety bonds or other materials required in the agreement, shall be deemed an abandonment of a grant offer. The City, in its sole discretion, may select another Proposer.

7.2 Nondiscrimination in Contracts and Benefits

The successful Proposer will be required to agree to comply fully with and be bound by the provisions of Chapters 12B and 12C of the San Francisco Administrative Code. Generally, Chapter 12B prohibits the City and County of San Francisco from entering into contracts or leases with any entity that discriminates in the provision of benefits between employees with domestic partners and employees with spouses, and/or between the domestic partners and spouses of employees. The Chapter 12C requires nondiscrimination in contracts in public accommodation. Additional information on Chapters 12B and 12C is available on the CMD's website at <http://sfgov.org/cmd/>.

7.3 Minimum Compensation Ordinance (MCO)

The successful Proposer will be required to agree to comply fully with and be bound by the provisions of the Minimum Compensation Ordinance (MCO), as set forth in S.F. Administrative Code Chapter 12P. Generally, this Ordinance requires contractors to provide employees covered by the Ordinance who do work funded under the contract with hourly gross compensation and paid and unpaid time off that meet certain minimum requirements. For the amount of hourly gross compensation currently required under

the MCO, see www.sfgov.org/olse/mco. Note that this hourly rate may increase on January 1 of each year and that contractors will be required to pay any such increases to covered employees during the term of the contract. Additional information regarding the MCO is available on the web at www.sfgov.org/olse/mco.

7.4 Health Care Accountability Ordinance (HCAO)

The successful Proposer will be required to agree to comply fully with and be bound by the provisions of the Health Care Accountability Ordinance (HCAO), as set forth in S.F. Administrative Code Chapter 12Q. Contractors should consult the San Francisco Administrative Code to determine their compliance obligations under this chapter. Additional information regarding the HCAO is available on the web at www.sfgov.org/olse/hcao.

7.5 First Source Hiring Program (FSHP)

If the contract is for more than \$50,000, then the First Source Hiring Program (Admin. Code Chapter 83) may apply. Generally, this ordinance requires contractors to notify the First Source Hiring Program of available entry-level jobs and provide the Workforce Development System with the first opportunity to refer qualified individuals for employment.

Contractors should consult the San Francisco Administrative Code to determine their compliance obligations under this chapter. Additional information regarding the FSHP is available on the web at <http://oewd.org/first-source> and from the First Source Hiring Administrator, (415) 701-4848.

7.6 Conflicts of Interest

The successful Proposer will be required to agree to comply fully with and be bound by the applicable provisions of state and local laws related to conflicts of interest, including Section 15.103 of the City's Charter, Article III, Chapter 2 of City's Campaign and Governmental Conduct Code, and Section 87100 et seq. and Section 1090 et seq. of the Government Code of the State of California. The successful Proposer will be required to acknowledge that it is familiar with these laws; certify that it does not know of any facts that constitute a violation of said provisions; and agree to immediately notify the City if it becomes aware of any such fact during the term of the Agreement.

Individuals who will perform work for the City on behalf of the successful Proposer might be deemed consultants under state and local conflict of interest laws. If so, such individuals will be required to submit a Statement of Economic Interests, California Fair Political Practices Commission Form 700, to the City within ten calendar days of the City notifying the successful Proposer that the City has selected the Proposer.

7.7 Insurance Requirements

Upon award, Grantee shall provide a copy of current insurance certificate naming the City as Additional Insured in a separate endorsement page, or submit evidence that it can obtain the following coverage and name the City as Additional Insured: (1) Workers' Compensation, in statutory amounts, with Employers' Liability Limits not less than \$1,000,000 each accident, injury or illness; (2) Commercial General Liability Insurance with limits not less than \$1,000,000 each occurrence Combined Single Limit for Bodily Injury and Property Damage, including Contractual Liability, Personal Injury, Products and Completed Operations; (3) Commercial Automobile Liability Insurance with limits not less than \$1,000,000 each occurrence Combined Single Limit for Bodily Injury and Property Damage, including Owned, Non-Owned and Hired auto coverage, as applicable; and (4) Professional Liability Insurance for negligent acts, errors or omission with respect to professional or technical services with limits not less than \$1,000,000 for each claim.

7.8 Compliance with Municipal Codes

Grantees that do not comply with laws set forth in San Francisco's Municipal Codes may be unable to enter into an agreement with the City. Some of the laws are included in this RFP.

7.9 Companies Headquartered in Certain States

This Agreement is subject to the requirements of Administrative Code Chapter 12X, which prohibits the City from entering into contracts with companies headquartered in states with laws that perpetuate discrimination against LGBT populations or where any or all of the work on the grant agreement will be performed in any of those states. Proposers are hereby advised that Proposers which have their United States headquarters in a state on the Covered State List, as that term is defined in Administrative Code Section 12X.3, or where any or all of the work on the grant agreement will be performed in a state on the Covered State List may not enter into grant agreements with the City. A list of states on the Covered State List is available at the website of the City Administrator.

8. Protest Procedures

The City reserves the right to proceed with its Grantee selection and/or negotiation process during any protest period. The City will cease its Grantee selection process only if and when it receives a notification of decision that is in favor of the protester.

8.1 Protest of Non-Responsiveness Determination

Within five (5) business days of the City's issuance of a notice of non-responsiveness, any Proposer that has submitted a proposal and believes that the City has incorrectly determined that its proposal is non-responsive may submit a written notice of protest by e-mail (fax is not acceptable). Such notice of protest must be received by the City on or before the fifth (5th) business day following the City's issuance of the notice of non-responsiveness. The notice of protest must include a written statement specifying in detail each and every one of the grounds asserted for the protest. The protest must be signed by an individual authorized to represent the Proposer, and must cite the law, rule, local ordinance, procedure or RFP provision on which the protest is based. In addition, the protestor must specify facts and evidence sufficient for the City to determine the validity of the protest.

8.2 Protest of Grant Award

Within five (5) business days of the City's issuance of a notice of intent to award grant(s) under this RFP, any Proposer that has submitted a responsive proposal, and believes that the City has incorrectly selected another Proposer for award, may submit a written notice of protest by e-mail (fax is not acceptable). Such notice of protest must be received by the City on or before the fifth (5th) business day after the City's issuance of the notice of intent to award a grant(s).

The notice of protest must include a written statement specifying in detail each and every one of the grounds asserted for the protest. The protest must be signed by an individual authorized to represent the Proposer, and must cite the law, rule, local ordinance, procedure or RFP provision on which the protest is based. In addition, the protestor must specify facts and evidence sufficient for the City to determine the validity of the protest.

8.3 Delivery of Protests

All protests must be received by the due date. Protests MUST be submitted by e-mail addressed to Gigi Whitley, Deputy Director for Administration and Finance for the Department of Homelessness and Supportive Housing at Gigi.Whitley@sfgov.org. Protests or notice of protests made by mail, orally (e.g., by telephone) or by FAX will not be considered.

9. Standard City Vendor Forms

9.1 How to Become Eligible to Do Business with the City

Before the City can award any award to a Grantee, all vendors must meet the minimum requirements described below. There may be additional requirements placed upon a vendor depending on the type of good or service to be purchased.

9.2 Mandatory Forms

At a minimum, in order to become eligible to do business with the City, a vendor must submit the following documents to the Vendor Support Division via the City's supplier portal located at <https://sfcitypartner.sfgov.org/>:

1. [Vendor Application Packet](#) (includes **New Vendor Number Request Form** and **IRS Form W-9**)
2. [CCSF Vendor - Business Registration \(Electronic Submission - you must have a vendor number to complete\)](#)
3. [CMD 12B-101 Declaration](#) of Nondiscrimination in Contracts and Benefits



9.3 Vendor Eligibility and Invoice Payment

Vendors must have a City-issued vendor number, have all compliance paperwork submitted and approved by the City, and have an executed agreement or purchase order before payments can be made. Once a vendor number has been assigned, an email notification will be provided by the City's Vendor File Support Division. This notification will include instructions on how to sign up to receive payments through the City's supplier portal located at <https://sfcitypartner.sfgov.org/>.

9.4 Vendor Eligibility Forms

Form	Purpose/Info	Routing
CCSF Vendor - Business Registration (Electronic Submission - you must have a vendor number to complete)	This declaration is required for city vendors to determine if you are required to obtain a Business Registration Certificate.	https://sfcitypartner.sfgov.org/
Declaration of Nondiscrimination in Contracts and Benefits with supporting documentation (Form CMD-12B-101)	This Declaration is used by the City's Contract Monitoring Division to determine if a vendor offers benefits to employees. When a vendor offers benefits, it must be verified that all benefits, including insurance plans and leaves, are offered equally to employees with spouses and employees with domestic partners. For more information and assistance, please visit the City Administrator's Contract Monitoring Division Equal Benefits web page.	https://sfcitypartner.sfgov.org/
Vendor Profile Application	Includes New Vendor Number Request Form and IRS Form W-9.	https://sfcitypartner.sfgov.org/

9.5 Supplemental Forms

Form:	Required If:
Minimum Compensation Ordinance (MCO) Declaration ( pdf)	You have at least \$25,000 (\$50,000 for non-profit organizations) in cumulative annual business with a City department or departments and have more than 5 employees, including employees of any parent, subsidiaries and subcontractors.
Health Care Accountability Ordinance (HCAO) Declaration ( pdf)	You have at least \$25,000 (\$50,000 for non-profit organizations) in cumulative annual business with a City department or departments and have more than 20 employees (more than 50 employees for nonprofit organizations), including employees of any parent, subsidiaries or subcontractors.
Insurance Requirements (pdf)	The solicitation requires the successful Proposer to demonstrate proof of insurance.
Payment (Labor and Material) Bond (pdf)	The solicitation requires the awarded vendor to post a Payment (Labor and Material) bond.
Performance Bond (pdf)	The solicitation requires the awarded vendor to post a Performance bond.
Local Business Enterprise Program Application (Contract Monitoring Division)	You desire to participate in the City's Local Business Enterprise Program which helps certain financially disadvantaged businesses increase their ability to compete effectively for City contracts

For further guidance, refer to the City's supplier training videos that are located online at: <https://sfcitypartner.sfgov.org/>